

Why FiReControl?

FiReControl and the RCC network will provide:

- a more resilient service which supports the FRS in responding to major emergencies (including terrorist incidents, natural disasters and industrial accidents)
- a common set of technology and way of operating across the network to bring each control room up to the best level
- automatic recognition of callers' locations
- data terminals in fire engines so firefighters have up to date information at incidents (including maps, hydrant locations and risk information to help firefighters at the scene)
- satellite positioning equipment in each vehicle so RCC operators always know the location of a vehicle and its equipment, and
- brand new accommodation providing a good working environment, and built to strict security and resilience standards.

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Printed in the UK June 2008 on paper comprising no less than 75% post-consumer waste.

Product code: 9781409801894

Reference number: 08FR05394

The network of nine RCCs across England

The integrated network means the nine RCCs are all linked and can automatically back each other up in times of increased call pressure or failure. Each RCC will be able to access information from other regions and mobilise staff and equipment if necessary.



The regions and nine RCC locations



FiReControl

part of Communities and Local Government's fire and resilience programme



www.communities.gov.uk/firecontrol
community, opportunity, prosperity

What is FiReControl?

Communities and Local Government is investing £1 billion in the Fire and Resilience Programme to increase resilience and enhance capability in England's Fire & Rescue Services (FRSs).

The three projects in the Programme are:

- New Dimension: provision of specialist equipment and training to the FRS to deal with a range of major incidents
- Firelink: a new radio communication system for the FRS, and
- FiReControl: improving the way emergency calls are handled and resources are mobilised to respond to incidents.

The existing 46 control rooms use a variety of technology and risk management systems. Under FiReControl, nine networked Regional Control Centres (RCCs) will all use the same new technology, systems and processes, and have access to the same information. This will allow them to manage and deploy resources on a local, regional or national level, and to deliver a stronger and more effective emergency response.

When will FiReControl happen?

The project is well underway. Most of the buildings are complete, many of the local authority controlled companies which will run the RCCs are set up and a number of their senior management teams are in place.

The RCCs will start using the FiReControl system in a phased way with all FRSs joining by the end of 2011.

Partnership approach to delivery

FiReControl is being delivered in partnership with local Fire and Rescue Authorities, the Local Government Association and the Chief Fire Officers Association. EADS Defence and Security is the prime contractor delivering the technology and related services for the project.

The Regional Control Centres

The RCC buildings are purpose built, modern facilities which are securely designed to form part of the Critical National Infrastructure. Each has excellent green credentials and provides a bright and airy environment for staff. Their locations were carefully chosen to address staffing needs and take account of environmental risks such as flooding.

Built to high resilience standards, each building can continue to operate in times of crisis such as major power failure.



East Midlands Control Centre

Nicholas Buzzard, Leicestershire Fire and Rescue Service

How will the RCCs be run?

Under FiReControl:

- each RCC will be run by an organisation known as a Local Authority Controlled Company (LACC). This company is jointly owned by all the Fire and Rescue Authorities in the region. In London the RCC will be operated by the London Fire and Emergency Planning Authority (LFEPA)
- each LACC will operate as an individual company making its own decisions on issues like governance and staff numbers
- any RCC will be able to handle calls for any location in England during busy times using their networked technology

Two distinct strands of work will take place in the RCC – control room operations and support services. A senior operations manager will run each RCC control room, and a services support manager will oversee support services such as HR, security and catering.